First, We Must Do No Harm: Medical/Clinical Errors and Patient/Client Safety

Examination

1. The Institute of Medicine (IOM) released a report entitled, "To Err Is Human: Building A Safer Health System". This report suggested that as many as _______ people die in hospitals each year as the result of medical errors.
   a. 4,000 to 9,000
   b. 44,000 to 98,000
   c. 450,000 to 980,000
   d. 4 million to 9 million
   e. 44 million to 98 million

2. It is estimated medical errors cost the Nation approximately _______ dollars each year.
   a. 3.76 million
   b. 37.6 million
   c. 376 million
   d. 3.76 billion
   e. 37.6 billion

3. Examples of medical errors include all of the following EXCEPT
   a. A person getting the wrong dosage of a medication.
   b. A hospital patient on a salt-free diet given a high-salt meal.
   c. A person getting the wrong prescription.
   d. A patient with no known allergies, who dies from an allergic reaction.
   e. Amputation of the wrong limb.

4. Which of the following is an example of a "Diagnostic Process" error?
   a. Misinterpretation of test results leading to an incorrect choice of therapy.
   c. Failure to provide prophylactic treatment.
   d. An intravenous pump, whose valve is dislodged, causing an increased administration of medication over too short a period of time.
   e. Failure to communicate in the operating room.

5. "Confirmation bias" is
   a. We see what our mind intends for us to see.
   b. Bias because of influence from an outside drug company.
   c. A "better" outcome will occur if we "believe" that a particular therapy will be successful.
   d. Confirmation of our treatment protocol based on published research will usually provide a better outcome.
   e. Bias because of influence from an outside medical company.

6. The general public overall perceives healthcare to be _______
   a. profoundly unsafe
   b. generally unsafe
   c. moderately safe
   d. very safe
7. According to a survey conducted by the National Patient Safety Foundation, approximately ____ of Americans are "very concerned" about being given the wrong medicine.
   a. 21%
   b. 41%
   c. 61%
   d. 81%
   e. 91%

8. According to a survey conducted by the National Patient Safety Foundation, approximately ____ of Americans are "very concerned" about being given two or more medicines that interact in a negative way.
   a. 18%
   b. 31%
   c. 45%
   d. 58%
   e. 76%

9. In a survey conducted by the American Society of Health-System Pharmacists, they found that ____ of the adults surveyed said they would report a medical mistake.
   a. 35%
   b. 50%
   c. 65%
   d. 80%
   e. 95%

10. All of the following are aspects of the acronym "Speak Up" - the program that has been developed and promoted by JCAHO (Joint Commission on Accreditation of Healthcare Organizations) EXCEPT
    a. Pay attention
    b. Anticipate
    c. Educate yourself
    d. Know
    e. Participate

11. _____ errors are the most common healthcare errors.
    a. Diagnostic
    b. Technical
    c. Equipment
    d. Medication
    e. Informed Consent

12. Regarding the National Patient Safety Goals, all of the following are recommended EXCEPT
    a. Improve the accuracy of patient identification
    b. Improve the effectiveness of clinical alarm systems
    c. Eliminate wrong-site, wrong-patient, and wrong-procedure surgery
    d. Improve the effectiveness of communication among caregivers
    e. Improve the safety of using portable xray machines

13. Regarding the National Patient Safety Goals for "improving the safety of using high-alert medications", an example of an electrolyte that should be removed from patient care units is
    a. ringers lactate
    b. sodium chloride < 0.9\%
c. glucose in water
d. potassium chloride
e. sodium chloride < 0.45%

14. There are measures that can be taken to improve patient safety. To do this requires change that may lead to resistance. Which of the following is an aspect that can decrease this resistance to change?
   a. Having insurance companies recommend the best course of treatment.
   b. Having the institutions' medical board decide on the best way to do things.
   c. Acknowledging that the practice change is beneficial to the clinician, whether or not it is beneficial to the patient.
   d. Acknowledging that the United States government should step in and regulate the changes that should be done.
   e. Valid research substantiating the benefits of the new way of doing things.

15. The issue of informed consent has essential ingredients, which include all of the following EXCEPT
   a. information regarding risks
   b. information regarding alternatives
   c. information regarding hospital statistics
   d. information regarding complications
   e. voluntariness

16. Regarding the "educate yourself" portion of the "speak up" campaign, this behooves the healthcare provider to provide which of the following?
   a. A written treatment plan to the patient in efforts to reduce confusion.
   b. The clinical research backing the surgery they are about to perform.
   c. The patient's history and physical to the hospital.
   d. A written protocol on how they would like communication in the operating room to be handled.
   e. A list of medications that nurses are allowed to give to patients for common complaints.

17. In the "speak up" campaign, the "advocate" may do all of the following EXCEPT
   a. Be requested to review consents for treatment prior to the patient signing
   b. May give permission to the surgeon to perform an operation on the patient
   c. May ask questions that the patient/client may not think of
   d. May call when the patient's/client's condition is worsening
   e. Can help ensure that correct medications, equipment, and treatments are obtained by the patient

18. In the "speak up" campaign, "know your medications" necessitates that healthcare professionals know or do all of the following regarding their patient (if applicable) EXCEPT
   a. recommend certain pharmacy chains that have a proven track record
   b. whether the patient is using an herbal drug
   c. observe for side effects regardless of the prescribing individual
   d. whether the patient is using an over-the-counter medication
   e. what prescription medications the patient is using

19. In the "speak up" campaign, the "participate" area tells us that the source of control is the
   a. insurance company
   b. physician
   c. patient
   d. hospital
   e. advocate

20. The Committee on Quality of Health Care identified six aims required to improve the quality of healthcare. Their aims state that care should be all of the following EXCEPT
   a. Effective
   b. Healthcare-Centered
c. Equitable
d. Timely
e. Efficient